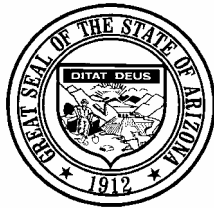


## **Project Investment Justification (PIJ)**

*A Statewide Standard  
Document for Information Technology Projects*

***Project Title:***            **2-1-1 Community Service Link, Phase I**



Version 6.0

***Prepared by:***

<b><i>Name</i></b>	
<b><i>Agency</i></b>	
<b><i>Date</i></b>	

## TABLE OF CONTENTS

<b>SECTION I. BUSINESS AND TECHNOLOGY ASSESSMENT .....</b>	<b>3</b>
A. MANAGEMENT SUMMARY .....	3
B. PROPOSED CHANGES AND OBJECTIVES, “To Be” .....	4
C. EXISTING SITUATION AND PROBLEM, “As Is” .....	7
D. PROPOSED TECHNOLOGY .....	7
E. MAJOR DELIVERABLES AND OUTCOMES.....	8
F. ROLES AND RESPONSIBILITIES .....	8
G. OTHER ALTERNATIVES CONSIDERED .....	9
H. SUMMARY PROJECT MANAGEMENT SCHEDULE .....	9
<b>SECTION II. PUBLIC VALUE AND BENEFITS .....</b>	<b>10</b>
A. VALUE TO THE PUBLIC .....	10
B. BENEFITS TO THE STATE .....	12
<b>SECTION III. FINANCIAL ASSESSMENT .....</b>	<b>13</b>
A. DEVELOPMENT COSTS .....	13
B. OPERATING COSTS .....	14
C. TOTAL PROJECT COST .....	15
D. SPECIAL TERMS AND CONDITIONS.....	15
E. FUNDING.....	15
1. <i>Funding Timeline</i> .....	15
2. <i>Funding Source</i> .....	16
<b>SECTION IV. RISK ASSESSMENT .....</b>	<b>17</b>
A. RISK SUMMARY .....	17
<b>SECTION V. PROJECT APPROVALS.....</b>	<b>18</b>
A. CIO REVIEW.....	18
B. PROJECT APPROVALS.....	18
<b>APPENDICES .....</b>	<b>19</b>
A. ITEMIZED LIST WITH COSTS.....	19
<b>DOCUMENT INFORMATION .....</b>	<b>20</b>

## Section I. Business and Technology Assessment

<i>Agency Name and Address</i>	<i>Contact Name, Phone, FAX, email</i>

<i>Project Investment Name</i>	<i>Date</i>
2-1-1 Community Service Link (Web Enabled Database)	

### A. Management Summary

The state will create a comprehensive web application supported by a relational database to provide information about the following: social services, bioterrorism & public health, homeland security and emergency management.

The proposed web site will provide information from multiple sources including public and private community, social service, charitable organizations, homeland security, and other public health and safety information. It will be administered by the Arizona Health Care Cost Containment System (AHCCCS). It is anticipated that public and private social service caseworkers will use this information extensively in assisting their clients to navigate the social service system.

The state will develop a website – the “[2-1-1 Community Service Link](#)” – that will be a state-of-the-art, user-friendly “one stop” site to access for public and private community, social service, charitable organizations, homeland security and other public health and safety information. The web site will also be a source of information for volunteer opportunities. Persons willing to give help, especially in a time of disaster or crisis, will be referred to an appropriate charitable organization. Communication with partner agencies through this web site and in future project phases via call centers, will enable public safety and law enforcement to collect and disperse accurate information and provide rumor control in a time of crisis.

This 2-1-1 web site will be linked to other public and private systems that provide more detailed information through their own websites such as eligibility screening for social services and other online services.

The 2-1-1 data will ultimately provide comprehensive reports in future phase development to assist policymakers in tracking social service inquiries and referrals, while keeping client information confidential. These reports may also identify potential emerging homeland security and other public health and safety concerns such as bioterrorism threats.

Is this project mandated by law, court case or rule?

Cite the requirement, ARS Reference or Court Case:

This project is being developed in response to Executive Order 2004-03  
 “Establishing the Governor’s Council on 2-1-1 and the Governor’s 2-1-1 Community Advisory Committee.”

Quote:

“**WHEREAS**, a fully integrated 2-1-1 system will allow the public and social service providers to access information about various social services through a single information network by dialing 2-1-1 or accessing an Internet website housing a comprehensive database of resources statewide...”

The following table contains summary information taken from the other sections of the PIJ document.

Description	Section	Significance
Value Rating	II. A. Value to the Public	
Economic Benefits	II. B. Benefits to the State	
Total Development Cost	III. A. Development Costs	
Total Project Cost	III. C. Summary of Costs by Year	
Score for Risks	IV. A. Risk Summary (Maximum 37)	

### ***B. Proposed Changes and Objectives, “To Be”***

This PIJ is for a web-enabled comprehensive, statewide 2-1-1 application with the support of a relational database of public and private community, social service, charitable organization, homeland security and other public health and safety information. AHCCCS has accepted the responsibility to oversee development and administration of the 2-1-1 website.

Arizona’s 2-1-1 web-based application is a key part of the state’s efforts to streamline social service delivery and improve access to clients and citizens.

The 2-1-1 web-based application will enable the State to:

- a) Enhance the delivery of mental health, healthcare, social and community services by providing more efficient and effective information and referral, and
- b) Provide a centralized disaster information network that supports the State’s efforts to detect, respond and manage the consequences of an act of terrorism or other critical incidents.

The web application will permit user queries against the data on a number of combined factors. For example, someone may want to know all services for children in a particular zip code..

There are four specific requirement areas that the 2-1-1 system must address: social services, bioterrorism & public health, homeland security and emergency management.

#### **Social Services**

The 2-1-1 data will include a comprehensive list of social services provided by a large variety of government, not-for-profit and private organizations.

Public and private social service caseworkers will use this information extensively in assisting their clients to navigate the social service system. The web application will also contain information about volunteer opportunities so that persons who want to give help– especially in a time of disaster or crisis – can be referred to an appropriate charitable organization or location to help.

The 2-1-1 website will link to other agencies, departments and organizations with information and referral services that will enable the public to find the organization then leave the 2-1-1 web site and move to another entity for more detailed information, such as eligibility screening.

#### **Bioterrorism & Public Health**

The 2-1-1 web application will enhance state and local public health efforts to streamline public health service delivery and improve access to clients and citizens. The 2-1-1 web application will connect and refer citizens to state and local public health departments, clinics, and hospitals for medical assistance and guidance. These connections will help provide public health, bioterrorism, emerging diseases and emergency based information

bulletins, and health alerts from the CDC and AZDHS. It will also provide information to the public in locating mass vaccination clinics, emergency services and resources during a crisis or disease outbreak.

## Homeland Security

The 2-1-1 web application will enable state officials to track emerging trends and community needs related to homeland security. Special homeland security citizen awareness bulletins and instructions to citizens pertaining to threats and instructions in the event of an actual terrorist act will be posted on the 2-1-1 web site. The 2-1-1 web application will help homeland security identify citizen requests, needs and potential service gaps by tracking inquiries and referrals. The 2-1-1 web application will support the overall mission to help secure Arizona from terrorist acts and other critical incidents, while coordinating responses in the event of a terrorist act.

The 2-1-1 web site will support statewide disaster preparedness initiatives, response and recovery services and capabilities. The 2-1-1 web application will streamline the various disaster relief services into a central database capable of providing emergency directives, bulletins, information and referrals to citizens during crises. The 2-1-1 web site will provide timely information and access to emergency evacuations, shelter locations, special needs services, emergency pet shelters and other critical services. The 2-1-1 web site will connect to other emergency web sites and refer citizens to appropriate state and local disaster relief agencies and emergency management services. The 2-1-1 web application will help emergency management and disaster relief organizations identify citizen requests, needs and potential service gaps by tracking inquiries and referrals. The 2-1-1 web application will support and coordinate disaster responsiveness for Arizona

*See attached "Executive Summary" for more detailed information about functional requirements.*

**Comment [v1]:** Don't think we should include detail requirement in the PIJ. We generally don't do this when an RFP is going to be released in the near future.

## Lessons Learned from Other States

State and local governments that have sought to implement a 2-1-1 web site have found the complexity of organizational, business process and technology issues makes this process slow, lengthy and costly. One of the principle difficulties experienced by these entities has been obtaining adequate funding to support the effort. A number of jurisdictions have had to delay implementation efforts despite popular support for the project due to insufficient funding<sup>1</sup>.

States that have deployed 2-1-1 web applications have found these projects require a high degree of government and private sector collaboration to be successful. The web applications are complex in nature with high risk associated with them. To date, most states have deployed call centers first with associated infrastructure, followed by self-help web services. However, states currently planning deployment of 2-1-1 web applications are taking a more balanced approach using both the telephony service delivery channel and the Internet channel for self help applications and web based services for citizens. Eighty-two percent of the States that have successfully deployed a 2-1-1 web application have used a decentralized model for their call centers.

Based on an analysis of the lessons learned by other jurisdictions, Arizona's 2-1-1 efforts will be based on the following best practices:

1. **Strong executive leadership** - The current delivery of health, community and human services is accomplished through a combination of disparate government and private sector organizations with distributed points of service. To build the "binding" layer of 2-1-1 service delivery requires strong executive sponsorship.
2. **Governance** - A new governance model must be established with clear definition of stakeholder roles and responsibilities.
3. **Collaboration** - A high degree of communication, negotiation and collaboration is required to keep competing demands for resources in harmony and is essential to program success.

4. **Project management** - Professional project management personnel and skills are essential to project success.
5. **Phased implementation** - The complexity and size of statewide 2-1-1 web applications is such that tackling the project in phases is most appropriate.
6. **Adequate funding** - The amount of funds available for the project is a limiting factor on what can be accomplished and in what time frame.
7. **Manage expectations** - Formal documents should be used to communicate information about the web application that will be developed and when it will be built. All stakeholders should understand what is to be built and the role they will play in web application delivery and operation.
8. **Use of proven technology** - The 2-1-1 web application should be built based upon proven commercial off the shelf products whenever possible to help manage risk, cost, and timetables for development and operations.

Arizona has taken these lessons learned into account in developing its plans for 2-1-1.

### **The History of 2-1-1 in Arizona**

In 2001, the Valley of the Sun United Way (VSUW) began organizing key stakeholders within Arizona for the purpose of designing a 2-1-1 capability that would focus on providing improved access to services in the metropolitan Phoenix area. In doing so, VSUW brought together a number of entities including:

- ♦ Nonprofit and governmental health and human service providers at the state and local level,
- ♦ Information and Referral (I&R) providers, and
- ♦ Local and state government leaders.

Upon taking office in January 2003, Governor Janet Napolitano presented a new vision of 2-1-1 that focused on establishing a statewide capability. Accordingly, officials from the Governor's Office of Youth and Families began working closely with the VSUW and other stakeholders to identify requirements for a statewide 2-1-1 web application.

Through a series of regional town hall meetings and a one-day system requirements summit, public and private sector officials from throughout the state provided input on the operational and administrative requirements that should drive the design of a statewide 2-1-1 web application. In addition to identifying key components of the system, this effort focused on defining a vision for how Arizona's 2-1-1 web application will operate, both from a day-to-day perspective and as a key component of the State's homeland security efforts.

In those public meetings, stakeholders and community representatives consistently raised the following issues:

- ♦ **Proper Scope** - The State was urged to clearly define the scope of the 2-1-1 web application so it can be effective without being overburdened.
- ♦ **Link to Existing Programs** - Concerns were expressed about duplication of effort or "reinventing the wheel". The State was urged to "link up" the 2-1-1 web application to other solid, well-run programs and web applications already in existence.
- ♦ **Emergency Management and Homeland Security Nexus** - The 2-1-1 web application should be designed to assist in wildfire and other natural or man-made disaster relief.

- ♦ **Regional Sensitivity** - The 2-1-1 web application should be sensitive to regional issues and incorporate the unique needs of specific geographic areas to enhance I&R service in rural areas.
- ♦ **Cultural Issues** – Priority should be given to cultural and language issues; the unique nature of providing disaster relief, I&R and service delivery in areas along the US/Mexico border and in remote Indian Reservation areas should also be considered.

Note: Additional issues related to future phases of 2-1-1 planning were also raised, but are not addressed in this document.

### ***C. Existing Situation and Problem, “As Is”***

Each year, Arizona’s social and community service infrastructure is called upon to provide vital mental health, healthcare, social and community services to millions of people. When linked with the efforts of the State’s public safety and public health communities, a complex network of public and private sector service providers offer a continuum of service and care to individuals and communities. However, gaining access to health and human services is challenging.

The services delivery system has become incredibly complex and includes a wide variety of programs organized and funded by a complicated mix of government departments, private non-profit agencies and for-profit organizations at the national, state, tribal and local levels. Separate funding streams for separate programs often require distinct eligibility restrictions, making it difficult to find the appropriate services for a given individual.

Information and Referral (I&R) services are currently linking people in need of health and human services and the providers of these services. I&R service providers have experienced tremendous growth over the years as the health and human services industry has become increasingly complex. Staffed by individuals committed to improving the lives of people in need, these I&Rs answer more than 50 million calls annually in the United States.

Although I&R providers assist individuals and organizations to overcome a variety of systemic barriers to gain timely access to appropriate programs and services. There is general consensus that I&R providers can improve their abilities to meet these needs and collect the data necessary to document their contributions through establishment of a 2-1-1 web application.

Additionally, the State’s Homeland Security information is not presently consolidated into a single, easy to find location. Establishment of the 2-1-1 web application will make it easier for citizens to find information that will help them to either reduce their risk or respond to an attack or disaster.

### ***D. Proposed Technology***

The 2-1-1 web application will be designed to provide/support the following requirements:

- ♦ N-tier technology - in which there will be a relational database, an application server and a web server;
- ♦ Designed and developed as an Internet application that will work with any standard end-user browser based workstations;
- ♦ Will make use of a high efficiency search engine designed for multi-search key criteria to provider service data;
- ♦ Will be expandable to support future expansion and development;
- ♦ Be available to the citizens of Arizona 24X7;
- ♦ Will be user, provider and administration friendly; and
- ♦ Provide extensive ad hoc reporting capabilities without impacting Internet response

The RFP will entertain any solution that conforms to the State’s Enterprise Architecture (EA) target technologies. **See Attachment B, Technical Requirements for more information.**

<b>EA Technology Domain Definitions</b>	<b>Project EA Conformance (Yes/ No)</b>	<b>Non-Conformance Explanation</b>
<b>Network:</b> Defines policies and standards for the State's communications infrastructure, which includes the various topologies and protocols necessary to facilitate the interconnection of server platforms, mainframes, intra-building and office networks (LANs), and inter-building and mall/campus networks (WANs).	Yes	
<b>Security:</b> Identifies security technologies, policies, and standards necessary to protect the information assets of the State and to ensure isolation and confidentiality of information, integrity of data, and the availability of IT resources to the State's workforce and citizens, as appropriate.	Yes	
<b>Platform:</b> Defines policies and standards for IT devices and associated operating web applications, which include mainframes, mid-size computers, servers, storage devices and client platforms (i.e., PCs, workstations, PDAs, telephony, etc.).	Yes	
<b>Software/Application:</b> Defines policies and standards for software applications, application development tools, productivity software tools, etc.	Yes	
<b>Data/Information:</b> Defines policies and standards for the organization of information related to citizens, locations, and objects the State must collect, store, maintain and access.	Yes	

### ***E. Major Deliverables and Outcomes***

Major Deliverables include the:

- ♦ Development of technical specifications based on functional requirements,
- ♦ Development of a database,
- ♦ Development of a 2-1-1 web interface,
- ♦ Testing of the 2-1-1 online web application, and
- ♦ Release of the web application for general public use.

### ***F. Roles and Responsibilities***

**Governor's Council on 2-1-1** - will be led by Governor Napolitano and, in her absence, the Director of the Government Information Technology Agency. The Council consists of Directors from 10 cabinet level state agencies. The Council has been charged with the development and oversight of the implementation of a statewide 2-1-1 web application.

**2-1-1 Community Advisory Committee** - The Advisory Committee will make recommendations to the Council at its quarterly meeting with the Council and from time to time (as requested or desired) on issues of strategic importance to 2-1-1 implementation in the State. The Advisory Committee will also assist the Council and others in reaching out to local communities regarding the 2-1-1 initiatives. To foster such involvement, the Governor's Executive Order #2004-03 created a 2-1-1 Advisory Committee representing city and county governments, private and public stakeholders and non-profit organizations. The Advisory Committee consists of 10 members from county, local, tribal governments, nonprofit organizations and others.

The Governor's Office has designated the Government Information Technology Agency (GITA) as the lead state agency for the overall 2-1-1 initiative strategies while AHCCCS agreed to provide operational management during Phase I.



**Project Resources:**

AHCCCS will provide a project manager for Phase I of the project.

AHCCCS and other agencies will provide a review of deliverables and systems/acceptance testing.

***G. Other Alternatives Considered*****Application Development**

The following alternatives were considered in developing the application:

1. Internal State government development of the application
2. Outsourcing the development of the 2-1-1 web application
3. Partnering with third parties to obtain the 2-1-1 web application

The first option, development using Internal State government staff, was not chosen because qualified web development staff were not available within the agencies to take responsibility for developing the application.

The third option was not exercised because the State wanted control over the project. There was a difference in opinion and scope between stakeholders within the State and those in the nonprofit sector.

Therefore, the State has elected to outsource the development and hosting of the project.

***H. Summary Project Management Schedule***

The Project Manager will provide the State's Project Manager with a detailed work plan of the Phase I effort to include all major milestones once a contractor has been selected through the RFP process.

Phase I includes the following major milestones:

- ◆ State to develop and publish a Request for Proposal, evaluate responses and award contract;
- ◆ Contractor to finalize functional requirements with state personnel and stakeholders;
- ◆ Contractor to develop technical requirements based on functional requirements;
- ◆ Contractor to design, develop and populate the database with data acquired from the State's I&R provider contracts;
- ◆ Contractor to obtain sign-off on design of web facing presentations;
- ◆ Contractor to develop 2-1-1 web interface;
- ◆ Contractor to provide administration training and documentation to state personnel;
- ◆ Contractor to test 2-1-1 online system;
- ◆ Contractor to obtain sign-off on production Phase I production system; and
- ◆ Release system for general public use.

## Section II. Public Value and Benefits

### A. Value to the Public

**Score:** 0=None, 1=Minor, 2=Moderate, 3=Considerable, 4=Substantial, 5=Extensive.

<i>Public Values</i>	<i>Score</i>
<b>Client Satisfaction:</b> Rate how stakeholders may respond to anticipated improvements. This could apply to health and welfare services, quality of life or life safety functions.	5
<b>Customer Service:</b> Rate anticipated improvements to internal and external customer service delivery. Give consideration to faster response, greater access to information, elimination or reduction in client complaints.	5
<b>Life Safety Functions:</b> Applies to public protection, health, environment and safety. Consider how this project will reduce risk in these functions.	5
<b>Public Service Functions:</b> Applies to licensing, maintenance, payments and tax. Consider how this project will enhance services in these functions.	1
<b>Legal Requirements:</b> Consideration should be given to projects mandated by federal or state law. Other consideration could be given if there are interfaces with other federal, state or local entities.	3
<b>Product Quality:</b> Applies to the information and services delivered to internal and external customers and the public.	5
<b>Other:</b> List any other applicable value or benefits.	
<b>Total</b>	24

***Detailed Description of Public Values (categories above with a score greater than 3)***

**Client Satisfaction:** The 2-1-1 web application will make it easier for the public to get information about both government and nonprofit programs and services, helping to reduce red tape, confusion and frustration of Arizonans looking for information.

As homeland security threats become known, citizens are impacted by heightened security. They become more concerned about their safety. These concerns can be addressed by social service entities. A 2-1-1 web application will be able to refer citizens to these entities.

During disasters and times of crisis, evacuation information and shelter and meal service locations must be dispersed to the public. A 2-1-1 web application can also help citizens rapidly obtain vital information during a disaster from one comprehensive source.

The population at large will also be able to use the 2-1-1 web application to provide voluntary services. The web site will link people to volunteer opportunities and charitable organizations. This connection will be especially useful in a time of crisis when people want to help victims with donations or assistance.

**Customer Service:** Currently, local agencies may not know of state programs and state agencies may have inadequate information to provide referrals to local programs. The State's 2-1-1 web site will directly benefit those entities within Arizona that provide health and human services by reducing the number of inappropriate calls received, reducing inappropriate evaluations and reducing duplicative efforts among I&R and other social service providers. Though many case managers want to assist their clients in accessing other services, they do not always know where to turn. Public and private case workers will be able to use the information on the 2-1-1 website to assist their clients in navigating the maze of social service programs.

**Life Safety Functions:** Utilizing the 2-1-1 web application during a crisis could help direct citizens to agencies that can assist them to address their vital healthcare and safety needs. For example, the 2-1-1 web application can be utilized to help citizens locate information pertaining to bioterrorism threats and attacks and to address related public health concerns. The web site can refer citizens to mass prophylaxis centers to obtain vaccinations and medications and to private and public service agencies that respond to hazardous material scenes. Special bulleted instructions relating to bioterrorism and emerging public health concerns, such as the West Nile Virus, SARS, Newcastle Disease and Mad Cow Disease, can also be channeled through the 2-1-1 web application.

As terrorist threats emerge and increased awareness of potential threats are made known, state critical infrastructure and services are impacted by the need for increased security. Airport security often increases as the Department of Homeland Security increases its threat advisory levels and airline delays often occur as a result. In addition, special event venues may impose new security guidelines for attendees. These risks and requirements will be communicated through the 2-1-1 web site.

**Product Quality:** As mentioned before, the quality of the information will improve because there will be a single way to access the variety of information available to the public. Additionally, information is usually shared informally among agencies by using paper reports, phone calls and the information quickly can become outdated. This web application will provide a standard way to report services and will enable constant update of the information.

**B. Benefits to the State**

Score: 0=None, 1=Minor, 2=Moderate, 3=Considerable, 4=Substantial, 5=Extensive.

<i>Benefits</i>	<i>Score</i>	<i>Savings</i>
<b>Agency Performance:</b> The extent to which duties and processes will improve or positively affect business functions. Consider reduced redundancy and improved consistency for the agency.	2	
<b>Productivity Increase:</b> The improvements in quantity or timeliness of services or deliverables. Consider improved turnaround time or expanded capacity of key processes.	5	
<b>Operational Efficiency:</b> Rating may be based on improved use of resources, greater flexibility in agency responses to stakeholder requests, reduction or elimination of paperwork, legacy web applications or manual tasks.	5	
<b>Accomplishment Probability:</b> The extent to which this project is expected to have a high level of success in completing all requirements for the division or agency.	5	
<b>Functional Integration:</b> The impact the project will have in eliminating redundancy or improve consistency. Consider the impact of information sharing between departments or divisions or between agencies in the State.	5	
<b>Technology Sensitive:</b> The implementation of the right types of technology to meet clear and defined goals and to support key functions. Consider technologies and web applications already proven within the agency, division or other similar organizations.	5	
<b>Other:</b> List any other applicable benefit.		
<b>Total</b>	27	

***Additional Information on Savings***

(Describe in detail the calculation for any item with a total greater than \$50,000)

This web application will impact state agencies, non profits and other county and local agencies. It is not possible, because of a lack of information, to calculate savings at this time. However, clearly this web application will increase the ability of agencies, whether internal or external to state government, to improve their ability to serve citizens using fewer resources and providing self-help services via the Internet. It is anticipated that the availability of this information on a centralized website will improve efficiency through reducing traditional phone calls, faxes, walk-ins, etc.

## Section III. Financial Assessment

### A. Development Costs

Fiscal Year						
Description	FY 04	FY 05	FY 06	FY 07	FY 08	Total*
The number of FTE and third-party positions						
1. IT FTE Positions	0	0				(Do not use)
2. User FTE Positions						
3. Professional and Outside Positions	2	TBD	TBD	TBD	TBD	
4. Total Positions *	2	TBD	TBD	TBD	TBD	
The development costs						
5. IT FTE COST (Include ERE)						
6. User FTE COST (Include ERE)						
7. IT Services (Professional and Outside Cost )	30,000	467,900	0	0	0	497,900
8. Hardware						
9. Software						
10. Communications						
11. Facilities						
12. Licensing and Maintenance Fees						
13. Other						
14. Total**	30,000	467,900	0	0	0	497,900

\* Items 1 through 3 are included in *Section I. F. Roles and Responsibilities*.

\*\* Items 7 through 13 are included in *Appendix A. Itemized List with Costs*.

**B. Operating Costs**

Fiscal Year						
Description	FY 04	FY 05	FY 06	FY 07	FY 08	Total**
The number of FTE and third-party positions						
1. IT FTE						(Do not use)
2. User FTE						
3. Professional & Outside Positions		TBD	TBD	TBD	TBD	
4. Total Positions *	0	TBD	TBD	TBD	TBD	
The operating costs						
5. IT FTE COST (Include ERE)						
6. User FTE COST (Include ERE)						
7. IT Services (Professional and Outside Cost)		123,600	123,600	123,600	123,600	494,400
8. Hardware						
9. Software						
10. Communications						
11. Facilities						
12. Licensing and Maintenance Fees						
13. Other						
14. Total**	0	123,600	123,600	123,600	123,600	494,400

\* Items 1 through 3 are described in *Section I. F. Roles and Responsibilities*.

\*\* Items 7 through 13 are described in *Appendix A. Itemized List with Costs*.

**C. Total Project Cost**

<i>Fiscal Year</i>						
<i>Description</i>	<i>FY__04__</i>	<i>FY__05__</i>	<i>FY__06__</i>	<i>FY__07__</i>	<i>FY__08__</i>	<i>Total</i>
1. Development Costs	30,000	467,900				497,900
2. Operating Costs		123,600	123,600	123,600	123,600	494,400
3. Total Project Costs	30,000	591,500	123,600	123,600	123,600	992,300

**Special Terms and Conditions INSTRUCTIONS****D. Special Terms and Conditions**

<b>Explanation</b>

**E. Funding****1. Funding Timeline**

<i>Five Year Total</i>						
<i>Agency</i>	<i>FY 04</i>	<i>FY 05</i>	<i>FY 06</i>	<i>FY 07</i>	<i>FY 08</i>	<i>Total</i>
1. Available Base Funding	30,000	591,500	123,600	123,600	123,600	992,300
2. Additional Appropriations						
3. Other Funding Source						
4. GITA Special Funds						
5. Total Funding (*)	30,000	591,500	123,600	123,600	123,600	992,300

**2. Funding Source**

<i>Funding Sources</i>			
<i>Name of Funding Source</i>	<i>Available Base</i>	<i>New Appropriations Request</i>	<i>Total</i>
1. DHS Bioterrorism Funds	584,000	0	584,000
2 Other Funding Source TBD	408,300	0	408,300
3.			
4.			
5.			
6.			
7. Federal Funding			
8. Funding Source Total (*)	992,300	0	992,300

(\*) Total equals *Section III. C. Total Project Costs*.



## Section IV. Risk Assessment

### A. Risk Summary

<i>Category</i>	<i>Maximum Possible</i>	<i>Score</i>	<i>Description</i>
1. Strategic	6	4	Aligns with Agency and Statewide Enterprise Architecture, goals, objectives, policies, standards and IT strategic plan.
2. Management	6	6	Senior and intermediate management is involved in, and supports, the project. A steering committee/project team is in place.
3. Operational	5	5	Adverse effects on current operations are unlikely or contingency plans are in place. Supports Agency Performance Measures.
4. Scope and Requirements	7	7	Scope and requirements are, or will be, clearly defined and approved. Effect on business processes has been assessed.
5. Technologies Competency	7	7	Agency has available, or will secure appropriate skills to implement the project. Organizational readiness has been assessed.
6. Infrastructure Dependencies	6	4	All key elements are included to fully implement the project. No additional costs are anticipated to deliver benefits.
Total	37	33	

#### *General Comments*

The project has strong leadership support from the Governor's Office and from agency directors. Agencies are assigning personnel and resources to help with the project. While not all the requirements identified and assessments are complete at the moment, all will be accomplished before the RFP is released. Funding sources for operational costs are also currently being identified.

## Section V. Project Approvals

### A. CIO Review

<b>Key Management Information</b>	<b>Yes</b>	<b>No</b>
1. Is this project for a mission critical application system?		<u>X</u>
2. Is this project referenced in your agency's Strategic IT plan?		<u>X</u>
3. Is this project consistent with the agency's and State's policies, standards and guidelines?	<u>X</u>	
4. Is this project in compliance with the Arizona Revised Statutes and the Governor's Regulatory Review Council (GRRC) rules?	<u>X</u>	
5. Is this project in compliance with the statewide policy regarding the Accessibility to Equipment and Information Technology for Citizens with Disabilities?	<u>X</u>	

### B. Project Approvals

The PIJ must be transmitted to GITA by email. Project approvals may be sent to GITA by mail or FAX. Include the Project Title for identification.

Project Title: 2-1-1 Community Service Link, Phase I

<i>Responsibility</i>	<i>Approval Signature and Title</i>	<i>Date</i>
Project Manager:		
Agency CIO:		
Project Sponsor:		
Agency Director:		

## Appendices

### A. Itemized List with Costs

#### Development

##### FY '04

Description	Task	Cost
Outsourced IT Costs	Functional Requirements Development	\$30,000 (15 person days @ \$2,000 a day)
<b>Total</b>	<b>Development</b>	<b>\$30,000</b>

##### FY '05

Estimated Development Costs	Task	Cost
Outsourced Project Management	Web Application Development	\$135,000 (90 person days @ \$1,500 a day)
Outsourced Web Technician	Web Application Development	\$37,500 (50 person days @ \$750 a day)
Outsourced Network Setup	Web Application Development	\$21,800 (15 person days @ \$1,450 a day)
Outsourced System Setup	Web Application Development	\$17,300 (15 person days @ \$1,150 a day)
Outsourced Database Development	Web Application Development	\$34,000 (20 person days @ \$1,700 a day)
Outsourced Web Development	Web Application Development	\$120,000 (80 person days @ \$1,500 a day)
Outsourced Data Acquisition	Web Application Development	\$50,000 (based on procurement estimate)
Outsourced Data Conversion/Upload	Web Application Development	\$6,000 (10 person days @ \$600 a day)
Outsourced Testing	Web Application Development	\$15,000 (15 person days @ \$1,000)
Outsourced Hosting Environment Set-up	Web Application Development	\$31,300 (one-time set-up cost)
<b>Total</b>	<b>Development/Implementation</b>	<b>\$467,900</b>

#### Production

Hosting Costs	Notes	Annual Cost
Operational Management	Outsourced	\$33,600 (12 months @ \$2,800 per month)
<b>Total</b>	<b>Maintenance</b>	<b>\$33,600</b>

Estimated Production Costs		
Hosting Upgrades	120,000 total	\$30,000 (4 quarters @ \$7,500 per quarter)
Web/Application Upgrades	240,000 total	\$60,000 (4 quarters @ \$15,000 per quarter)
<b>Total</b>	<b>Outsourced Production Hosting</b>	<b>\$90,000</b>

## Document Information

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Download: [gita.state.az.us](http://gita.state.az.us)  
Contact: Frank Somers, GITA Oversight Manager, 602-364-4776, email [fsomers@gita.state.az.us](mailto:fsomers@gita.state.az.us)

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